

AMENDMENTS TO THE CLAIMS

1-90. (canceled)

91. (new) A system for managing requests comprising:
at least one communications line adapted to be used by a requestor to place a request with the system;
request means for identifying contact details associated with the requestor and a stock item to which the request relates;
a user interface having at least one indicator means thereon, wherein one of the at least one indicator means is associated with the stock item to which the request relates, and
whereby when the requestor places the request with the system, the indicator means associated with the stock item to which the request relates is set to a first state indicating that at least one request associated with the stock item has not been attended to, and when all requests associated with the stock item have been attended to, the indicator means associated with the stock item to which the request relates is set to a second state.

92. (new) The system for managing request according to claim 91, wherein each stock item is assigned a stock code and each of the at least one indicator means is associated with a stock code such that the association between each of the at least one indicator means and the stock item is through the stock code.

93. (new) The system for managing requests according to claim 92, wherein the request means identifies the stock item to which the request relates by identifying the stock code contained within the request.

94. (new) The system for managing requests according to claim 92, wherein each of the at least one indicator means displayed on the user interface has its associated stock code displayed substantially adjacent thereto.

95. (new) The system for managing requests according to claim 92, further comprising:

a means for reminding adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be put up or placed and wherein the means for reminding is further adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be taken down or discontinued, each such reminder associated with a stock code.

96. (new) The system for managing requests according to claim 92, wherein the user interface further comprises means for displaying contact details of the requestor and the stock code of the stock item to which the request relates.

97. (new) The system for managing requests according to claim 92, wherein each stock code has a state to indicate the status or actions that need to be performed in respect of the stock code.

98. (new) The system for managing requests according to claim 97, wherein a stock code is set to a first state to indicate that the stock code has not yet been associated with a stock item and is set to a second state to indicate that the stock code has been associated with a stock item.

99. (new) The system for managing requests according to claim 97, wherein the user interface further includes a status box for displaying the total number of stock codes set to each state.

100. (new) The system for managing requests according to claim 97, wherein a stock code is set to a third state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be put up or placed and is set to a fourth state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued.

101. (new) The system for managing requests according to claims 100 further comprising:

a means for reminding adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be put up or placed and wherein the means for

reminding is further adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be taken down or discontinued, each such reminder associated with a stock code; and

whereby actioning the reminder indicating that a sign or other form of notification or advertisement should be put up or placed changes the stock code to the third state and satisfying the reminder indicating that a sign or other form of notification or advertisement should be taken down or discontinued changes the stock code to the second state.

102. (new) The system for managing requests according to claim 101, wherein if the reminder is not actioned within a predetermined time period, the stock code associated with the reminder flashes periodically.

103. (new) The system for managing requests according to claim 101 wherein, upon activation, the reminder is displayed in a scrolling text bar.

104. (new) The system for managing requests according to claim 91, wherein the request is placed in one of the following manners: telephone call; facsimile message; e-mail; short messaging system message.

105. (new) The system for managing requests according to claim 91, wherein the request means identifies the contact details of the requestor by an automatic caller identification.

106. (new) The system for managing requests according to claim 91, wherein the request means also records details from the requestor as to the requestor's desired means of receiving information associated with the requestor.

107. (new) The system for managing requests according to claim 91, wherein the indicator means is a graphical illustration of a light.

108. (new) The system for managing requests according to claim 91, wherein, when the indicator means is in a first state, the indicator means is periodically illuminated

and, when the indicator means is in a second state, the indicator means is permanently illuminated.

109. (new) The system for managing requests according to claim 91 wherein the user interface includes a counter winder for displaying the total number of requests made of a stock item or activation of the indicator means associated with the stock item.

110. (new) The system for managing requests according to claim 91, further comprising statistics means for generating statistical information based on the number of requests, stock items and/or requestors.

111. (new) The system for managing requests according to claim 91, wherein, when the request means cannot identify the contact details of the requestor or the stock item to which the request relates, the request means presents to the requestor a menu, the menu allowing the requestor to enter in their contact details and/or designate the stock item to which the request relates.

112. (new) The system for managing requests according to claim 91, further comprising at least one voice mailbox, each voice mailbox associated with a stock item, such that, when the means of placing the request is a telephone call, the requestor hears the message recorded in the voice mailbox associated with the stock item to which their request relates.

113. (new) The system for managing requests according to claim 112, further comprising means for recording a message and storing it in a voice mailbox.

114. (new) The system for managing requests according to claim 91, wherein the system further comprises a suggestion means adapted to search for at least one suggested stock item having similar characteristics to the stock item to which the request relates and providing details of the at least one suggested stock item to the requestor.

115. (new) The system for managing requests according to claim 91, further comprising an interactive screen display, the user interface being adapted to accept a request from a requestor using the interactive screen display.

116. (new) A user interface for a system for managing a request from at least one communication line, the request identifying a stock item to which the request relates, the user interface comprising:

at least one indicator means, one of the at least one indicator means associated with the stock item to which the request relates; and

whereby when a requestor places the request, the indicator means associated with the stock item is set to a first state indicating that at least one request associated with the stock item has not been attended to, and when all requests associated with the stock item have been attended to, the indicator means associated with the stock item to which the request relates is set to a second state.

117. (new) The user interface as claimed in claim 116, wherein each stock item is assigned a stock code and the stock code is displayed on the user interface at a position substantially adjacent to the indicator means associated with the stock item, such that a visual association is formed between the indicator means and the stock code.

118. (new) The user interface as claimed in claim 117, wherein each stock code has a state to indicate the status or actions that need to be performed in respect of the stock code.

119. (new) The user interface as claimed in claim 117, wherein the stock code is set to a first state to indicate that the stock code has not yet been associated with a stock item and is set to a second state to indicate that the stock code has been associated with a stock item.

120. (new) The user interface as claimed in claim 117, wherein a stock code is set to a third state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be put up or placed and is set to a fourth state to indicate

that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued.

121. (new) The user interface as claimed in claim 117, wherein the user interface further comprises a status box, the status box displaying the total number of stock codes set to each state.

122. (new) The user interface as claimed in claim 116 wherein the indicator means is a graphical illustration of a light.

123. (new) The user interface as claimed in claim 116, wherein when the indicator means is in a first state, the indicator means is periodically illuminated and, when the indicator means is in a second state, the indicator means is permanently illuminated.

124. (new) The user interface as claimed in claim 116, wherein the user interface further comprises a counter window, the counter window displaying the total number of requests made in respect of a stock item on activation of the indicator means associated with the stock item.

125. (new) A method of managing requests comprising:
receiving a request from a requestor via a communications line;
identifying the contact details of the requestor and a stock item to which the request relates;
setting an indicator means associated with the stock item to a first state indicating that at least one request associated with the stock item has not been attended to; and
setting an indicator means associated with the stock item to a second state when all requests associated with the stock item have been attended to.

126. (new) The method according to claim 125, further comprising associating each stock item with a stock code and associating each indicator means with a stock code.

127. (new) The method according to claim 126, further comprising obtaining details of the requestor's desired means of receiving information and responding to the request using the requestor's desired means of receiving information.

128. (new) The method according to claim 125, further comprising:
displaying the stock code substantially adjacent to the indicator means so that a visual association is formed there between;
setting stock codes not associated with a stock item to a first state; and
setting stock codes associated with a stock item to a second state.

129. (new) The method according to claim 126, further comprising:
displaying the stock code substantially adjacent to the indicator means so that a visual association is formed there between;
setting stock codes for which a reminder that a sign or other form of notification or advertisement in respect of the associated stock items should be put up or placed has become due to a third state; and
setting stock codes for which a reminder that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued to a fourth state.

130. (new) The method according to claim 125, further comprising displaying the total number of requests made in respect of a stock item on activation of the indicator means associated with the stock item.

131. (new) The method according to claim 126, further comprising displaying contact details of the requestor and the stock code of the stock item to which the request relates.

132. (new) The method according to claim 125, further comprising the step of calculating statistical information in respect of requests, stock items and/or requestors.

133. (new) The method according to claim 126, further comprising providing a menu to the requestor in the event that either the requestor's contact details or the stock item to which the request relates could not be automatically ascertained.

134. (new) The method according to claim 125, further comprising:
establishing a voice mailbox for a stock item;
recording a message for the voice mailbox; and
playing the message to the requestor upon receipt of a request related to the stock item associated with the voice mailbox.

135. (new) The method according to claim 125, further comprising:
searching for stock items having similar characteristics to the stock item to which the requestor's request relates; and
providing details of the suggested stock items to the requestor.